

**COMMUNICATION SKILLS IN ENGLISH MODEL**  
**QUESTION PAPER & ANSWERS**

**PART A**

I. Read the following excerpts and answer the questions that follow:

1. "*Do you know a great load is gone from me today? I thought I had the blood of a man on my hands all these years. That was the reason that I ran away from my home, settled here, and married you. He is alive*"

- a. What does 'blood of a man on one's hands' mean? (1)
- b. Whom did the astrologer try to kill one day and why? (2)
- c. The darkness load that was inside the astrologer has disappeared. Critically justify this statement. (3)

**Answers**

- a. 'Blood of a man is one's hands' means that a person has killed someone else. Here, the Astrologer believed that he had killed a person accidentally and so he left home and settled in another place.
- b. In his younger days, the Astrologer used to drink and gamble with his friends. One day the drunken Astrologer had a quarrel with Guru Nayak over gambling and he stabbed him and pushed him into a well.
- c. All these years the Astrologer had been thinking that he killed Guru Nayak. But after he had met Guru Nayak that night, he realized that Guru Nayak was not dead. So he was relieved of the load of darkness inside of him.

2. "*My little horse must think it queer / To stop without a farmhouse near*"

- a. Write a synonym for queer. (1)
- b. Why does the poet stop without any farmhouse nearby? (2)
- c. Analyse why the poet decides to continue the journey even though he wishes to stay back. (3)

**Answers**

- a. Strange

- b. The narrator cannot leave the beautiful sight of the woods covered with snow. So, he stops his journey to enjoy it.
- c. In Robert Frost's poem, on a snowy evening, the narrator struggles with two choices: his desire to stay and enjoy the beautiful sight of his obligation to move forward. Factors such as—beauty, quietness, peacefulness, and solitude make the narrator want to stay and enjoy the sight more. At the end of the poem, however, the narrator chooses to continue his long journey because he has certain obligations to keep. He repeats the line "And miles to go before I sleep" twice emphasizing the importance of keeping his promises before he dies.

**3. "*I watched the flame feeding on my mother / I watched the holy Man perform his rites to tame the poison with an incantation*".**

- a. I watched the ..... of the holy man. (Fill in the blanks using the correct form of the word 'perform'). (1)
- b. Bring out the meaning of the line 'I watched the flame feed on my mother'? (2)
- c. How relevant is the poem in the present day? (3)

**Answers**

- a. Performance
- b. The child saw fire eating (burning) away his mother's toe.
- c. Night of the Scorpion' by Nissim Ezekiel is a poem based on an Indian scenario of superstition and the poet's Indian feeling. The poem is relevant today because of the universal themes it contains. It explores the love of a mother, images that interpret good and bad, rationalism and superstition, intelligence, and ignorance. The poem also conveys that India even after much development is still a part of superstitions beliefs and taboos.

**4. "*When Della arrived home her excitement faded to a little prudence and reason.*"**

- a. Pick out from the choices given the antonym of the word underlined. (sadness, unwise, happiness) (1)
- b. Why did Della's excitement fade on arriving home? (2)
- c. "True love is an act of self-sacrifice." Comment with reference to the short story 'The Gift of the Magi.' (3)

## **Answers**

- a. Unwise
- b. Della sold her beautiful hair to buy a Christmas gift for her husband Jim. With that money, she bought a silver chain for her husband Jim's golden watch. On arriving home, Della's excitement faded to prudence and reason. She was excited over the gift she had bought for her husband by selling her hair out. But after she had reached home, she started to think about Jim's response over her change. So her prudence made her repair her leftover hair.
- c. The story ends with a comparison of Jim and Della's gifts to the gifts that the Magi, or three wise men, gave to Baby Jesus. The narrator concludes that Jim and Della are far wiser than the Magi because their gifts are gifts of love. He means to say that those who give out of love and self-sacrifice are truly wise because they know the value of self-giving love.

## **PART B**

**II) Read the passage given below and answer the questions that follow:**

### **3D Construction Printing**

3D Construction Printing is considered to be a revolutionary construction method which can replace traditional construction techniques. 3D Construction Printing refers to various technologies that use 3D printing as a core method to fabricate buildings or construction components. It is also known by alternate names such as additive construction, Autonomous Robotic Construction System (ARCS) or Freeform Construction. 3D printing technology is used in the fabrication of housing, construction components, bridges, civil infrastructure, artificial reefs and sculptures.

The 3D Print Canal House was the first full-scale construction project of its kind to get off the ground. The first residential building in Europe constructed using the 3D printing construction technology, was the home in Yaroslavl (Russia) with the area of 298,5 sq. meters. The first pedestrian bridge printed in 3D in the world (3DBRIDGE) was inaugurated 14 December 2016 in Spain. In August 2018 in Palekh (old town in Russia) was the world's first application of additive technology for creating the fountain. India's first 3D printed house with a built in area of 600 sqft was inaugurated in IIT Campus, Chennai on April 27,2021.

3D construction technology has many benefits. Traditional construction is tedious and time-consuming whereas 3D construction technology offers greatly reduced production time. This is because the machines themselves are very fast, some of them are capable of manufacturing 600 to 800-square-foot home in just 24 hours. Another advantage of using 3D printing in the construction industry is saving a lot of production costs on material waste. This is because a 3D printer, such as robotic arms, uses exactly the amount of material they need. This significantly reduces the waste produced. Not only that, but they are also capable of using recycled materials. 3D printers are also fully automated, which eliminates human error. It also allows for greater accuracy and innovative designs. No doubt, 3D construction printing technology is considered to be the future of architecture.

**1.Which among the given words is not an equivalent of 3D Construction Printing? (ARCS,**

Offset Printing, Free form printing) (1)

**Ans:** Offset Printing

2. Where was India's first 3D printed house built? (1)

**Ans:** IIT Campus, Chennai on April 27, 2021

3. How is 3D construction printing beneficial to the environment? (2)

**Ans:** 3D construction printing is beneficial to the environment as 3D printing in the construction industry is saving a lot of production costs on material waste. This is because a 3D printer, such as robotic arms, uses exactly the amount of material they need. This significantly reduces the waste produced. Not only that, but they are also capable of using recycled materials.

4. Pick out from paragraph 3 of the passage words which mean. (2)

a. Tiresome

b. Remove

**Ans:** a. Tedium

b. Eliminates

5. Prepare a summary of the passage 3D Construction Printing in note form. (4)

**Answer**

### 3D Construction Printing

#### 1. Introduction

1.1 A revolutionary method replacing traditional construction techniques.

1.2 Refers to various technologies that use 3D printing as a core method to fabricate building and construction components.

1.3 Alternate names are additive construction, Autonomous Robotic Construction System (ARCS) or Freeform Construction.

1.4 Used in the fabrication of housing, construction components, bridges, civil infrastructure, artificial reefs and sculptures.

#### 2. History & Development

2.1 The 3D Print Canal House was the first full-scale construction project of its kind.

- 2.2 The first residential building in Europe constructed using the 3D printing construction technology, was the home in Yaroslavl ,Russia.(298,5 sq.)
- 2.3 The first pedestrian bridge printed in 3D in the world (3DBRIDGE) was in Spain.(2016)
- 2.4 World's first application of additive technology for creating the fountain- Palekh(Old town in Russia in 2018).
- 2.5 India's first 3D printed house was built in IIT campus Chennai(600 sqft/inaugurated in 2021)

### 3.Benefits

- 3.1 Offers greatly reduced production time than traditional construction.
- 3.2 Machines are fast.So capable of manufacturing 600-800 square foot home in 24 hours.
- 3.3 Saves a lot of production costs on material waste.
- 3.4 Capable of using recycled material.
- 3.5 Eliminates human error
- 3.6 Allows for accuracy and innovative designs.

### III. Report the following conversation between John, the Purchase Manager and Pramod his Assistant:

John: We have to place the purchase order for cartridges tomorrow.

Pramod : Sure sir

John : How many cartridges are needed in total?

Pramod: We need seven cartridges for the IT wing and two for the dispatch section.

John: Are there any cartridges left in stock?

Pramod : No sir

John: Send an email immediately to me specifying the requirement Pramod : Sure sir. I will definitely do that

John informed Pramod that .....(a)..... and asked him .....(b).....Pramod replied that they needed seven Cartridges for the IT wing and two for the dispatch section. John further Enquired .....(c)..... When Pramod replied in the Negative John wanted Pramod.....(d).....Pramod replied that he Would definitely do that. (Mark 4)

### **Answers**

- a. they had to place the purchase order for cartridges the next day
- b. How many cartridges in total were needed
- c. If there were any cartridges left in stock
- d. To send him an email specifying the requirement

**IV.** The following is the information provided to the customer from the courier office but there are errors in the tenses which are underlined here. Rewrite the sentences correcting the errors.

(Mark 4)

We usually **delivered** (a) our orders on time. But since there **is** (b) a lockdown last week we could not deliver your order. Today our executive **was**(c) coming to your locality and he **is** (d) deliver your order soon.

### **Answers**

- a. deliver
- b. was
- c. is
- d. Will

## **PART C**

**V.** Avinash Madhav has applied for the post of Data Analyst in Zeronics Computer Solutions, Trivandrum. Help him prepare a self-introduction to be presented at the interview. His details are given below.

|                            |                                                                                          |
|----------------------------|------------------------------------------------------------------------------------------|
| Name:                      | Avinash Madhav                                                                           |
| Educational Qualification: | Diploma in Electronics<br>Engineering from Govt Polytechnic College,<br>Thrissur. ( 89%) |
| Additional Qualification:  | Certificate course in CAD                                                                |
| Present job:               | System Administrator, Zion<br>Computer Solutions, Thrissur since 2019.                   |
| Hobbies:                   | Reading, Drawing                                                                         |
| Languages Known:           | Malayalam, Hindi and English (4 Marks)                                                   |

### **Answer**

Good Morning Madam/Sir,

Thank you for shortlisting me for this interview

I am Avinash Madhav. My native place is Trichur. I had my schooling from two different schools from Trichur. I am a diploma holder in Electronics Engineering from Govt. Polytechnic College Trichur. I passed the diploma with 89% marks. Also I am a certificate holder in CAD. I have been working as System Administrator at Zion Computer Solutions, Trichur since 2019. During work breaks, I enjoy reading books. I love to draw too. I am honest, ambitious, patient and hardworking. I have leadership skills. I can motivate and manage staff and also have the ability to remain calm in stressful situations. I am fluent in Malayalam, English and Hindi. Right now, I am looking for an opportunity to apply my knowledge ability and skills to an innovative working atmosphere like the one provided by Zebrionics Computer Solutions Trivandrum. I can also assure you that I can contribute immensely to the growth and development of the company.

Thank you.

**VI)** Describe in a paragraph the different steps involved in preparing the lathe machine before operating it. The steps are given below.

The first sentence of the paragraph is done for you.

1. Press the E-stop
2. Clean and clear the lathe.
3. Secure the work piece.
4. Select and install the cutting tool.
5. Calculate the RPM (speed) for your cutter and material.
6. Use the hand wheel to rotate the chuck to check for collisions.
7. Turn the speed control to a low number.

The lathe machine has to be prepared before operating it. First of all, the E-stop button is pressed..... (4 Marks)

### **Answer.**

The lathe machine has to be prepared before operating it. First of all, the E stop button is pressed. Secondly, the lathe has to be cleared and cleaned. After that, the workpiece is to be secured. Then the cutting tool has to be selected and installed. Afterwards, the RPM of your cutter

and material is to be calculated. Later, the hand wheel is to be used to rotate the chuck to check for collisions. Finally, the speed control to be turned to a lower number.

**VII.** Given below is a dialogue between a client and the technical expert of Abroin Computer Solutions, Ernakulam. Some parts of the conversation are missing. Complete the conversation using the prompts given in brackets.

Client: Good morning, Is this Abroin Computer Solutions?

Technical Expert: Good morning, Abroin Computer Solutions. How may I help you?

Client: .....(wants to speak to the technical expert )

Technical Expert: I am Ramesh Kumar, the technical expert. How Can I help you?

Client: .....( printer not working)

Technical Expert: Let me know whether the laptop recognises the Printer.

Client: Yes. Very well, but it doesn't obey the command 'Print'

Technical Expert: .....asks him if the printer light blinks). Client:  
Yes, it blinks.

Technical Expert: .....( requests to reinstall the printer software)

Client: ..... (Informs that he did it, still not working)

Technical Expert: Don't worry sir, Our technical assistant will reach your house within half an hour. Thanks for calling.

Client; Thank you Ramesh. (5 Marks)

### **Answers**

-I would like to speak to the technical expert

-The printer is not working

-Does the printer light blink?

-would you please try to reinstall the printer software

- I have but it is still not working

**IX.** You are the Sales Manager of Rohit Industries, a whole-sale manufacturer and distributor of steel valves. Using the information given below send an email to your distributor, Rebana Hardwares, informing them of your inability to supply the ordered items on time

(Hints -Supply will be affected- indefinite strike of the labourers-inconvenience regretted.)

|         |                                |
|---------|--------------------------------|
| Date    | 20 June 2022                   |
| From    | robithindustries-22@gmail.com  |
| To      | rebana.hardwares 365@gmail.com |
| Subject | delay in service.              |

Hello Rebana,

We wanted to send you an update on the recent order(s) you placed with us. We've just learned that there has been an indefinite strike of the labourers which will affect our supply. As a result, the supply may arrive a few days later than the estimated date.

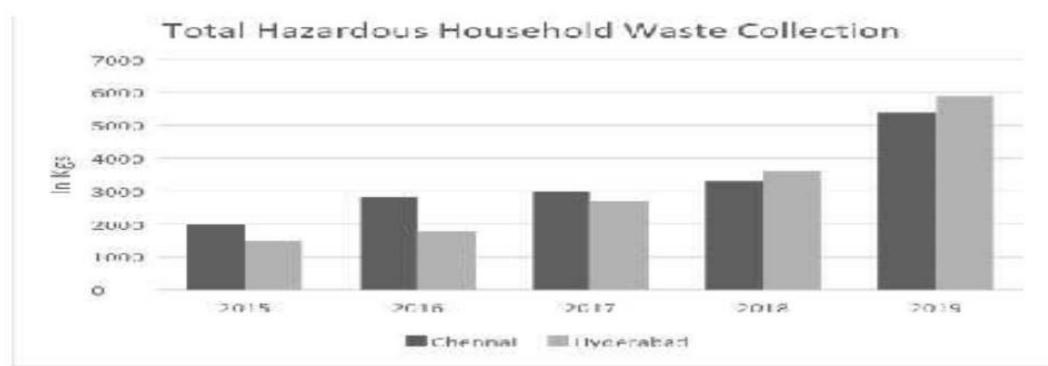
Thankyou for understanding. We apologize for the delay and appreciate your patience while we work to get your order to you as quickly and safely as possible.

Thankyou for your support.

Best wishes.

Robith Industries.

- X. The data of a recent survey that was conducted to find out the total amount of hazardous waste collected from households in the cities of Chennai and Hyderabad from 2015 to 2019 is given below. Write an analytical paragraph for the bar chart in about 120 words.



(5 marks)

The bar graph shows the data of a recent survey that was conducted to find out the total amount of hazardous waste collected from households in the cities of Chennai and Hyderabad from 2015 to 2019. It is very clear from the graph that the maximum of waste collection from both cities happened in 2019.

It is obvious from the graph that the waste accumulation in both the cities was steadily increasing from 2015 onwards. In 2015, Chennai produced around 2000 kg of household waste while Hyderabad around 1500 kgs. In 2016, Chennai showed a steady increase (2800) in this while Hyderabad only very slight increase to 1800 kgs. On the other hand, in 2017, Hyderabad showed a steady increase in the waste production from 1800 to 2800 kgs while Chennai showed only a slight increase.

In 2018, the waste production in Chennai and Hyderabad was 3400 and 3600 respectively. From 2018 onwards the household waste accumulation in households in the city of Hyderabad exceeds that of Chennai. In 2019, Hyderabad produced around 5900 kgs of house hold waste while Chennai around 5400 kgs. To conclude, both the cities witnessed an increase in hazardous waste production from households between 2015 and 2019.

**XI.** Amin prepared the following power point slides for a presentation to be made on World Environment Day. Edit the slides to help him make an effective presentation. Prepare five slides for Amin.

Pollution is the degradation of natural environment by external substances introduced directly or indirectly. Human health, ecosystem quality and aquatic and terrestrial biodiversity may be affected and altered permanently by pollution.

Pollution occurs when ecosystems cannot get rid of substances introduced into the environment. The critical threshold of its ability to naturally eliminate substances is compromised and the balance of the ecosystem is broken.

The sources of pollution are numerous. The identification of the different pollutants and their effects on ecosystems is complex. They result from natural disasters or human activity such as oil spills, chemical spills, nuclear accidents

These can have terrible consequences on people and the planet where they live: destruction of the biodiversity, increased mortality of the human and animal species, destruction of natural habitat, damage caused to the quality of soil, water and air.

Preventing pollution and protecting the environment necessitate the application of the principles of sustainable development. We have to consider satisfying the needs of today without compromising the ability of future generations to meet their needs. This means that we should remedy existing pollution, but also anticipate and prevent future pollution sources in order to protect the environment and public health. Any environmental damage must be punishable by law and polluters should pay compensation for the damage caused to the environment. (5 marks)

# POLLUTION

Presented by : xxx  
Sem I  
Polytechnic.

## WHAT IS POLLUTION:

- Degradation of natural environment.
- can affect:
  - Human health
  - ecosystems quality
  - aquatic and terrestrial biodiversity

## SOURCES OF POLLUTION:

- oil spills
- chemical spills
- nuclear accidents.

## CONSEQUENCES:

- destruction of biodiversity
- increased mortality of human and animal species.
- destruction of natural habitat.
- damages quality of soil, water and air.



### How DOES IT OCCUR?

- when external substances are introduced directly or indirectly.
- when ecosystems cannot get rid of such external substances.
- ability of natural elimination is compromised.

### How TO PREVENT POLLUTION?

- remedy existing pollution.
- take what's necessary from nature, and leave rest to the future.
- Punish polluters by law
- Ask compensation from polluters for damages caused

THANK YOU

